

Projects

Gaps Addressed

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| Customer Account Data Engine (CADE) | <ul style="list-style-type: none">• Provide timely, accurate account updates and settlement with complete and integrated data• Shorten time between receipt of info and sending out notice to taxpayer• Clarify notices• Increase electronic means of notification• Provide daily processing and real-time posting• Accelerate refunds and notices and improve customer service• Increase level of early fraud detection |
| Customer Relationship Management (CRM) Core | <ul style="list-style-type: none">• Provide timely, accurate account updates with complete and integrated data• Provide universal access to case history• Provide capability to assign cases based on skill• Provide broad view of customer contact• Provide risk-based case prioritization• Provide daily processing and real-time posting• Receive and respond to inquiries via multiple media• Provide complete history of contact |
| CRM Outreach | <ul style="list-style-type: none">• Provide focused outreach to taxpayer segments• Provide automated informing capability• Clarify forms and publications• Leverage external organizations with proactive outreach activities |
| Correspondence and Document on Demand Imaging (CADDI) | <ul style="list-style-type: none">• Increase electronic means of corresponding with the IRS• Accelerate transmission of correspondence to the appropriate case-worker and improve document tracking• Reduce overall manual effort and physical storage• Support improved customer service |
| CRM Collection | <ul style="list-style-type: none">• Significant cycle time reduction and resolution of cases• Improved probability for collection as a result of resolving collection cases earlier• Empowerment of employees to vary case treatments |
| CRM Examination | <ul style="list-style-type: none">• Reduce exam cycle time to 12-18 months• Risk-based case selection allows for more efficient allocation of resources |
| e-Services | <ul style="list-style-type: none">• Increase level of electronic filing• Provide more convenient methods of filing• Increase accuracy of data capture |
| CRM Registration | <ul style="list-style-type: none">• Provide automated method for status tracking |
| Integrated Financial Systems | <ul style="list-style-type: none">• Need for improved receivables collection• Need for accurate receivables management and documentation• Need sub-ledger of revenue, refunds, receivables and payables integrated with general ledger |